



*Department of Veterans Affairs  
6900 Alameda Road  
Houston, Texas 77030-4200  
Toll Free 1.888.232.2571  
Web Site [www.vba.va.gov/bln/loan](http://www.vba.va.gov/bln/loan)  
Web Site [www.vahouston.com](http://www.vahouston.com)*

***BULLETIN NO. 99-24***

**September 10, 1999**

**TO: ALL LENDERS**

**SUBJ: TRANSFER OF CERTIFICATES OF ELIGIBILITY**

1. In an effort to improve service to veterans and lenders while reducing Government expenses, the Department of Veterans Affairs (VA) has established two regional centers for processing and determining a veteran's entitlement to VA Loan Guaranty Benefits. The regional **Eligibility Centers** are located **in Los Angeles, California** and in Winston-Salem, North Carolina.
2. **Effective October 1, 1999**, all Requests for Determination of Eligibility and Available Loan Guaranty Entitlement (VA Forms 26-1880 and 26-1817), for veterans and unremarried surviving spouses of veterans residing in the States of Texas, Oklahoma, Arkansas and Louisiana must be submitted to the **Los Angeles Eligibility Center**.
3. The Houston Regional Loan Center (RLC) and other regional offices, will no longer have the personnel or resources to routinely process eligibility requests. Therefore, eligibility requests and indebtedness verifications received in the Houston RLC on or after October 1, 1999, will be forwarded to the **Los Angeles Eligibility Center**.
4. Pertinent data for the **Los Angeles Eligibility Center** is provided below:

Mailing Address:

Department of Veterans Affairs  
Los Angeles Eligibility Center (344/263)  
P. O. Box 240097  
Los Angeles, CA 90024

Courier Delivery Address:

Department of Veterans Affairs  
Los Angeles Eligibility Center (344/263)  
11000 Wilshire Blvd., 3rd Floor  
Los Angeles, CA 90024

Toll Free Telephone Number: 888-487-1970

Automated Status Line Number: 310-235-6912  
(24 hours)

E-mail Address: vavbalan/lgyeli@vba.va.gov

Fax Number (emergencies only): 310-235-7011

5. It is anticipated that eligibility determinations will be processed and returned by the Eligibility Centers within 10 days of receipt of the requests. The Eligibility Centers have requested that the U.S. Postal Service or courier delivery services be used to transmit eligibility requests. However, when a loan closing is scheduled within seven (7) days or less, or in other emergency situations, fax requests may be submitted or the requester may call the Eligibility Center to request expedited processing. To be equitable to all veterans and lenders, fax submissions and expedited processing requests should be used very infrequently.
6. As a result of the development of the Eligibility Centers and reallocation of resources, the Houston RLC will not be able to process eligibility requests on a routine basis. With a little foresight at the time the veteran completes the loan application, lenders can obtain and submit the requests for the Certificates of Eligibility to the **Los Angeles Eligibility Center** thereby eliminating undue hardships for themselves, veterans, and VA.
7. Lenders are reminded that a new updated Certificate of Eligibility (COE) is not necessary nor required if the veteran's COE indicates sufficient available remaining entitlement for the anticipated loan.
8. Lender requests or Verification of Veteran's Indebtedness (VA Form 26-8937) may be sent either to the **Los Angeles Eligibility Center** or the Houston Regional Loan Center. They will be processed at either location.
9. We appreciate your assistance and cooperation with VA's organizational changes. Through our mutual efforts we believe that veterans will receive the benefits and improved service they justly deserve.



F. M. McREAKEN  
Loan Guaranty Officer